



Highlights report

Purpose

This Highlights report presents key results from the 2020 Working for Queensland survey, which was conducted from 2 September to 28 September 2020. Results reflect the views of respondents from your agency.

Reporting framework

This report represents scores across two different types of metrics, **factors** and **indices**.

Factors in the survey combine data from multiple questions that correlate highly with the overall factor.

Workplace climate indices by contrast, simply group all climate questions within topics to which they generally relate.

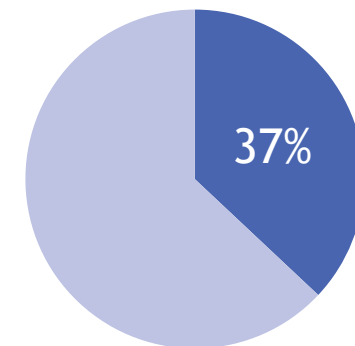
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Returned surveys:

387

Response Rate:



**Queensland
Government**

01 Factors

Purpose

This section provides an overview of the 2020 factor results. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Response scale:

Positive

Neutral

Negative

Factors

Name	Response scale %			vs 2019	vs Qld public sector
Agency engagement	55%	30%	15%	-4	-5
Job empowerment	71%	17%	12%	0	-3
Workload and health*	39%	30%	31%	-1	0
Learning and development	52%	26%	22%	-10	-4
My workgroup	69%	19%	13%	0	-8
My manager	67%	19%	14%	0	-6
Organisational leadership	41%	31%	28%	-6	-11
Organisational fairness	38%	28%	34%	-2	-5
Anti-discrimination	69%	23%	8%	-3	+3
Innovation	60%	25%	15%	-2	0

* % positive indicates those who have limited to no issues with workload and health

02 Factors by division

Purpose

This section shows the breakdown of results for the factors at various levels in the agency hierarchy.

The scores shown are the % positive.

Name	Torres and Cape Hospital and Health Service	Executive Director ATSI Health	Executive Director Allied Health	Executive Director Asset Management	Executive Director Finance Information and Digital and CFO	Executive Director Medical Services	Executive Director Nursing and Midwifery	Executive Director Workforce and Engagement	Executive General Manager Northern Sector	Executive General Manager Southern Sector	Health Service Chief Executive	Rural and Remote Clinical Support Unit	Torres and Cape Executive
Responses	387	10	28	23	27	42	88	18	17	57	14	38	22
Agency engagement	55%	52%	65%	65%	53%	41%	55%	45%	27%	59%	69%	62%	58%
Anti-discrimination	69%	78%	74%	64%	72%	68%	72%	68%	46%	72%	78%	74%	53%
Innovation	60%	73%	74%	66%	57%	60%	60%	60%	40%	55%	72%	64%	59%
Job empowerment	71%	88%	75%	77%	73%	65%	70%	76%	58%	71%	83%	69%	71%
Learning and development	52%	56%	73%	57%	42%	43%	56%	33%	27%	53%	58%	60%	48%
My manager	67%	99%	73%	80%	52%	65%	64%	83%	39%	64%	77%	70%	72%
My workgroup	69%	90%	83%	70%	56%	64%	70%	68%	37%	67%	85%	72%	72%
Organisational fairness	38%	48%	51%	43%	28%	26%	41%	32%	18%	42%	26%	48%	42%
Organisational leadership	41%	53%	51%	59%	20%	26%	44%	31%	28%	45%	45%	48%	39%
Workload and health*	39%	53%	49%	41%	37%	29%	39%	50%	24%	39%	50%	47%	18%

* % positive indicates those who have limited to no issues with workload and health

03 Factors by question

Purpose

This section provides an overview of the 2020 factor results, by question. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2019	vs Qld public sector
Agency engagement					
Q33a. I would recommend my organisation as a great place to work	57%	31%	12%	-4	-6
Q33b. I am proud to tell others I work for my organisation	61%	29%	10%	-3	-6
Q33c. I feel strong personal attachment to my organisation	51%	33%	17%	-5	-9
Q33d. My organisation motivates me to help it achieve its objectives	52%	29%	19%	-3	-2
Q33e. My organisation inspires me to do the best in my job	52%	29%	19%	-3	-3
Job empowerment					
Q22a. I have a choice in deciding how I do my work	71%	18%	11%	-5	+3
Q22b. I have the tools I need to do my job effectively	66%	18%	17%	+3	-7
Q22c. I get the information I need to do my job well	64%	20%	16%	+2	-6
Q22d. I have the authority necessary to do my job effectively	64%	22%	14%	+1	-7
Q22e. My job gives me opportunities to utilise my skills	77%	11%	11%	0	+1
Q34b. Your ability to work on your own initiative	84%	11%	5%	0	+1

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	31%	32%	37%	+1	-1
Q23b. I feel burned out by my work*	39%	30%	31%	-3	-1
Q23e. My work has a negative impact on my health*	46%	27%	26%	-1	+1

* These questions have been reversed. The % positive indicates those who have limited to no issues with workload and health.

Learning and development

Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	57%	22%	21%	-10	-4
Q28e. I am able to access relevant learning and development opportunities	59%	24%	17%	-9	-1
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	60%	25%	15%	-10	-2
Q28g. I am satisfied with the opportunities available for career development	44%	29%	26%	-11	-2
Q31b. My organisation is committed to developing its employees	40%	31%	29%	-12	-11

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	68%	16%	17%	-2	-8
Q24b. I receive help and support from other people in my workgroup	75%	17%	7%	+2	-8
Q24c. People in my workgroup are honest, open and transparent in their dealings	58%	25%	18%	0	-11
Q24d. People in my workgroup use their time and resources efficiently	58%	21%	21%	0	-8
Q24e. People in my workgroup treat customers with respect	83%	12%	5%	+2	-3
Q24f. People in my workgroup are committed to delivering excellent service to customers	75%	17%	7%	+1	-7
Q24g. People in my workgroup do their jobs effectively	65%	23%	13%	-1	-10
My manager					
Q29a. My manager treats employees with dignity and respect	76%	13%	11%	+1	-4
Q29b. My manager listens to what I have to say	76%	15%	8%	+1	-2
Q29c. My manager keeps me informed about what's going on	64%	18%	18%	+3	-7
Q29d. My manager understands my work	65%	18%	16%	-2	-10
Q29e. My manager creates a shared sense of purpose	64%	21%	15%	-2	-6
Q29f. My manager demonstrates honesty and integrity	71%	19%	10%	0	-7
Q29g. My manager draws the best out of me	54%	30%	16%	-3	-7

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Organisational leadership					
Q31a. In my organisation, the leadership is of high quality	40%	30%	30%	-8	-14
Q31c. Management model the behaviours expected of all employees	43%	26%	31%	-4	-10
Q31d. In my organisation, the leadership operates with a high level of integrity	42%	34%	24%	-6	-13
Q31f. My organisation is well managed	40%	33%	27%	-5	-9
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	35%	33%	32%	0	-2
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	33%	24%	43%	0	-5
Q25h. People are treated fairly and consistently in my workplace	45%	23%	32%	-5	-7
Q25i. People take responsibility for their decisions and actions in my workplace	44%	28%	28%	0	-9
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	30%	35%	-5	-1

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Anti-discrimination					
Q32a. Age is not a barrier to success in my organisation	68%	21%	11%	-8	+3
Q32b. Gender is not a barrier to success in my organisation	73%	19%	8%	-1	+3
Q32c. Disability is not a barrier to success in my organisation	61%	33%	6%	0	+3
Q32d. Cultural background is not a barrier to success in my organisation	69%	20%	11%	-2	+1
Q32e. Sexual orientation is not a barrier to success in my organisation	74%	23%	3%	-2	+4
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	61%	25%	14%	-3	+3
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	21%	11%	-4	0
Q27c. Management is willing to act on suggestions to improve how things are done	55%	25%	20%	+1	0
Q27d. My workgroup uses research and expertise to identify better practice	56%	29%	15%	-1	-1
Q27e. My workgroup always tries to improve its performance	69%	20%	11%	0	-1
Q27f. My organisation is open to new ideas	52%	29%	19%	-3	-3

04 Workplace climate

Purpose

This section provides an overview of the 2020 workplace climate index results. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Response scale:

Positive

Neutral

Negative

Workplace climate indices

Name	Response scale %			vs 2019	vs Qld public sector
Safety, health and wellness	52%	27%	21%	-3	-5
Effectiveness and innovation	55%	25%	20%	-1	-2
People and relationships	69%	19%	12%	0	-8
Fairness and trust	58%	24%	18%	-2	-1
Performance and development	51%	28%	21%	-7	-5
Leadership and engagement	57%	26%	18%	-3	-7
My job	78%	13%	9%	0	0

05 Workplace climate by division

Purpose

This section shows the breakdown of the workplace climate indices at various levels in the agency hierarchy.

The scores shown are the % positive.

Name	Torres and Cape Hospital and Health Service	Executive Director ATSI Health	Executive Director Allied Health	Executive Director Asset Management	Executive Director Finance Information and Digital and CFO	Executive Director Medical Services	Executive Director Nursing and Midwifery	Executive Director Workforce and Engagement	Executive General Manager Northern Sector	Executive General Manager Southern Sector	Health Service Chief Executive	Rural and Remote Clinical Support Unit	Torres and Cape Executive
Responses	387	10	28	23	27	42	88	18	17	57	14	38	22
Effectiveness and innovation	55%	71%	63%	58%	55%	53%	55%	55%	36%	52%	66%	57%	55%
Fairness and trust	58%	65%	68%	62%	54%	51%	59%	56%	40%	59%	62%	64%	53%
Leadership and engagement	57%	73%	65%	70%	44%	48%	56%	58%	33%	58%	67%	62%	60%
My job	78%	85%	84%	84%	76%	69%	82%	76%	67%	79%	86%	77%	73%
People and relationships	69%	90%	82%	71%	58%	64%	71%	71%	39%	68%	84%	71%	72%
Performance and development	51%	67%	67%	57%	42%	43%	54%	41%	24%	52%	63%	57%	46%
Safety, health and wellness	52%	63%	64%	67%	46%	41%	51%	56%	26%	53%	70%	57%	44%

06 Workplace climate by question

Purpose

This section provides an overview of the 2020 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2019	vs Qld public sector
Safety, health and wellness					
Q23a. I am overloaded with work*	31%	32%	37%	+1	-1
Q23b. I feel burned out by my work*	39%	30%	31%	-3	-1
Q23e. My work has a negative impact on my health*	46%	27%	26%	-1	+1
Q23f. My work contributes positively to my quality of life	46%	37%	17%	0	-1
Q24h. People in my workgroup are committed to workplace safety	78%	17%	5%	0	-5
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	62%	22%	16%	-4	-7
Q25b. My workplace culture supports people to achieve a good work/life balance	60%	23%	18%	0	-4
Q25c. There is adequate focus on workplace safety at my workplace	69%	19%	12%	-3	-9
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	49%	27%	24%	-2	-9
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	43%	26%	31%	-7	-11
Q31h. The wellbeing of employees is a priority for my organisation	43%	28%	29%	-1	-9
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	44%	36%	20%	-9	-5
Q34e. Your work-life balance	62%	22%	16%	-7	-6
Q34g. Your ability to access and use flexible work arrangements	53%	28%	19%	-6	-7

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Effectiveness and innovation					
Q22b. I have the tools I need to do my job effectively	66%	18%	17%	+3	-7
Q22c. I get the information I need to do my job well	64%	20%	16%	+2	-6
Q22d. I have the authority necessary to do my job effectively	64%	22%	14%	+1	-7
Q23c. I feel my job is secure	59%	17%	24%	+5	-4
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	18%	33%	49%	-2	-1
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	62%	24%	13%	0	-5
Q25d. Approval processes at my workplace are excessive*	14%	36%	49%	-1	-6
Q26a. My workplace has undergone significant change in the past 12 months	56%	28%	16%	-6	+1
Q27a. I get the opportunity to develop new and better ways of doing my job	61%	25%	14%	-3	+3
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	21%	11%	-4	0
Q27c. Management is willing to act on suggestions to improve how things are done	55%	25%	20%	+1	0
Q27d. My workgroup uses research and expertise to identify better practice	56%	29%	15%	-1	-1
Q27e. My workgroup always tries to improve its performance	69%	20%	11%	0	-1
Q27f. My organisation is open to new ideas	52%	29%	19%	-3	-3
Q34f. Your ability to 'make a difference' to the community	66%	22%	12%	-2	+1

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
People and relationships					
Q24a. People in my workgroup treat each other with respect	68%	16%	17%	-2	-8
Q24b. I receive help and support from other people in my workgroup	75%	17%	7%	+2	-8
Q24c. People in my workgroup are honest, open and transparent in their dealings	58%	25%	18%	0	-11
Q24d. People in my workgroup use their time and resources efficiently	58%	21%	21%	0	-8
Q24e. People in my workgroup treat customers with respect	83%	12%	5%	+2	-3
Q24f. People in my workgroup are committed to delivering excellent service to customers	75%	17%	7%	+1	-7
Q24g. People in my workgroup do their jobs effectively	65%	23%	13%	-1	-10
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	73%	18%	9%	-2	-6

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Fairness and trust					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	71%	19%	10%	+1	-2
Q25f. Performance is assessed and rewarded fairly in my workplace	35%	33%	32%	0	-2
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	33%	24%	43%	0	-5
Q25h. People are treated fairly and consistently in my workplace	45%	23%	32%	-5	-7
Q25i. People take responsibility for their decisions and actions in my workplace	44%	28%	28%	0	-9
Q25j. I am able to speak up and share a different view to my colleagues and manager	72%	15%	13%	+2	0
Q30a. My senior manager demonstrates honesty and integrity	68%	20%	12%	-2	-4
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	30%	35%	-5	-1
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	64%	25%	11%	+5	+5
Q32a. Age is not a barrier to success in my organisation	68%	21%	11%	-8	+3
Q32b. Gender is not a barrier to success in my organisation	73%	19%	8%	-1	+3
Q32c. Disability is not a barrier to success in my organisation	61%	33%	6%	0	+3
Q32d. Cultural background is not a barrier to success in my organisation	69%	20%	11%	-2	+1
Q32e. Sexual orientation is not a barrier to success in my organisation	74%	23%	3%	-2	+4
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	48%	24%	28%	-5	-8
Q32g. Women and men have equal access to work experiences that support career progression	69%	23%	9%	-3	+2

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
	Strongly agree	Disagree	Strongly disagree		
Performance and development					
Q28a. I receive useful feedback on my performance	47%	32%	22%	-4	-10
Q28b. My performance is assessed against clear criteria	38%	36%	26%	-3	-13
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	57%	22%	21%	-10	-4
Q28d. I am supported to pursue developmental opportunities in other workplaces	45%	31%	24%	-1	0
Q28e. I am able to access relevant learning and development opportunities	59%	24%	17%	-9	-1
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	60%	25%	15%	-10	-2
Q28g. I am satisfied with the opportunities available for career development	44%	29%	26%	-11	-2
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	54%	23%	23%	-3	-4
Q28i. I develop new knowledge and skills through undertaking tasks at work	70%	22%	9%	-4	-2
Q31b. My organisation is committed to developing its employees	40%	31%	29%	-12	-11

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	76%	13%	11%	+1	-4
Q29b. My manager listens to what I have to say	76%	15%	8%	+1	-2
Q29c. My manager keeps me informed about what's going on	64%	18%	18%	+3	-7
Q29d. My manager understands my work	65%	18%	16%	-2	-10
Q29e. My manager creates a shared sense of purpose	64%	21%	15%	-2	-6
Q29f. My manager demonstrates honesty and integrity	71%	19%	10%	0	-7
Q29g. My manager draws the best out of me	54%	30%	16%	-3	-7
Q31a. In my organisation, the leadership is of high quality	40%	30%	30%	-8	-14
Q31c. Management model the behaviours expected of all employees	43%	26%	31%	-4	-10
Q31d. In my organisation, the leadership operates with a high level of integrity	42%	34%	24%	-6	-13
Q31f. My organisation is well managed	40%	33%	27%	-5	-9
Q33a. I would recommend my organisation as a great place to work	57%	31%	12%	-4	-6
Q33b. I am proud to tell others I work for my organisation	61%	29%	10%	-3	-6
Q33c. I feel strong personal attachment to my organisation	51%	33%	17%	-5	-9
Q33d. My organisation motivates me to help it achieve its objectives	52%	29%	19%	-3	-2
Q33e. My organisation inspires me to do the best in my job	52%	29%	19%	-3	-3

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	88%	6%	6%	+1	-2
Q21b. I understand how my work contributes to my organisation's objectives	89%	6%	5%	-2	-3
Q22a. I have a choice in deciding how I do my work	71%	18%	11%	-5	+3
Q22e. My job gives me opportunities to utilise my skills	77%	11%	11%	0	+1
Q22f. I enjoy the work in my current job	74%	18%	8%	-1	-1
Q22g. My job gives me a feeling of personal accomplishment	70%	18%	13%	+1	+1
Q34b. Your ability to work on your own initiative	84%	11%	5%	0	+1
Q35. All things considered, how satisfied are you with your current job?	71%	17%	13%	+2	-1

07 Most changed since 2019, by question

Purpose

This section identifies areas of improvement and strength, while also identifying areas that may need attention.

NOTE: *Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2020 as well as in 2019. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.*

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2019
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Survey questions with the most positive change

Q23c. I feel my job is secure	59%	17%	24%	+5
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	64%	25%	11%	+5
Q22b. I have the tools I need to do my job effectively	66%	18%	17%	+3
Q29c. My manager keeps me informed about what's going on	64%	18%	18%	+3
Q24e. People in my workgroup treat customers with respect	83%	12%	5%	+2

Survey questions with the most negative change

Q28e. I am able to access relevant learning and development opportunities	59%	24%	17%	-9
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	57%	22%	21%	-10
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	60%	25%	15%	-10
Q28g. I am satisfied with the opportunities available for career development	44%	29%	26%	-11
Q31b. My organisation is committed to developing its employees	40%	31%	29%	-12

* indicates a negatively worded question

08 Flexible work

Purpose

This section outlines the types of flexible work arrangements being used and highlights some potential barriers to their take-up.

NOTE: Multi-select questions may not add up to 100%.

	2020	2019
Do you currently use any flexible work options?		
Use flexible workplace option	44%	40%
Use no flexible work option	56%	60%
If yes to using flexible work option, which of the following do you use?		
Telecommuting (remote working)	34%	4%
Flexible work hours for example accumulated hours as 'flexitime'	25%	36%
Flexible work hours for example start late or early to meet responsibilities external to work	24%	29%
Part time work	19%	24%
Leave at half pay	11%	13%
Hot desks	10%	5%
Casual/on call	8%	5%
Compressed work hours	6%	7%
Job sharing	4%	7%
Other	4%	7%
Part-year work/annualised hours	1%	-
Term-time working	1%	-
Purchased leave/extended leave/deferred salary schemes	1%	2%

08 Flexible work

	2020	2019
Have you made a request regarding flexible work arrangements in the last 12 months?		
No, I have not made a request but I am content with my current arrangements	61%	67%
Yes, I requested flexibility	23%	18%
No, I have not made a request but I am not content with my current arrangements	16%	15%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	56%	69%
Partially granted	26%	15%
Declined - no reason given	9%	6%
Declined - reason provided	6%	8%
I have not received a reply as yet	3%	2%
If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?		
None of the above	32%	25%
I feel flexibility is not possible in my current job	29%	31%
Flexible working is frowned upon/not supported by my workplace culture	26%	14%
I was concerned that it may negatively impact my team	19%	29%
I didn't feel I had the right to	15%	16%
I didn't feel confident presenting my case or negotiating arrangements with my manager	15%	16%
I don't feel confident in my manager's ability to manage staff working flexibly	11%	10%
I felt it would limit my career	10%	12%
I felt it would limit my access to training and development	5%	4%
I feel the technology I currently have access to does not support flexible working	2%	-

09 Domestic and family violence

Purpose

This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence (DFV) in the workplace.

All employees

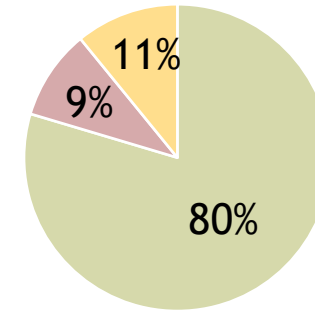
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	80%	79%
No	9%	11%
Don't know	11%	10%

Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	88%	87%
Don't know	9%	4%
No	3%	9%

Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
No	78%	76%
Yes	18%	19%
Don't know	2%	-
Prefer not to say	2%	5%



Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	76%	76%
No	12%	11%
Don't know	12%	13%

Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
No	83%	83%
Yes	11%	13%
Prefer not to say	5%	3%
Don't know	2%	1%

09 Domestic and family violence

Question	Response scale %			vs 2019	vs Qld public sector
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Managers

Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	82%	12%	6%	+1	-5
Q36a.b. If I was approached directly by an employee affected by domestic and family violence, I am confident in my ability to provide appropriate levels of support	80%	15%	6%	0	-6
Q36a.c. If I was made aware (e.g. by other colleagues) that domestic and family violence was affecting an employee, I am confident that I could respond appropriately	84%	11%	4%	+1	-2

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	75%	17%	8%	-2	0
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	73%	17%	10%	-2	-2

Key

Response scale:

Positive	Neutral	Negative
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10 Bullying and sexual harassment

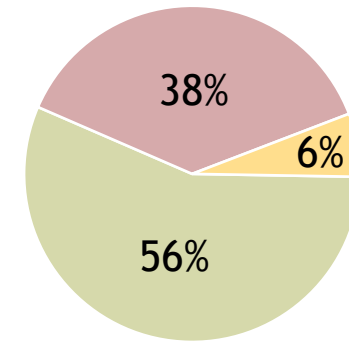
Purpose

This section focuses on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences. The comparison columns show the score each question received in 2019.

NOTE: Multi-select questions may not add up to 100%.

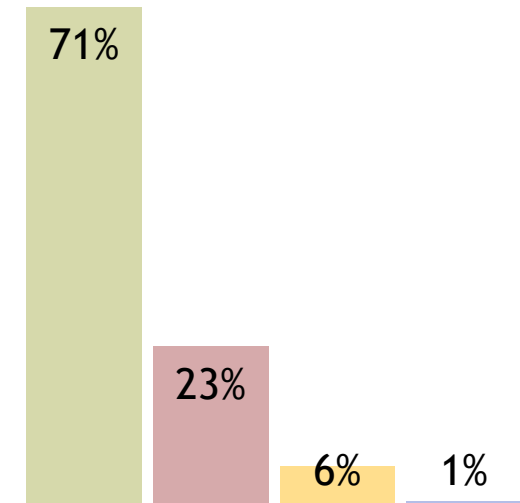
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	56%	56%
Yes	38%	38%
Don't know	6%	6%



During the last 12 months have you been subjected to bullying or sexual harassment in your workplace?

	2020	2019
No	71%	73%
Bullying	23%	23%
Don't know	6%	4%
Sexual harassment	1%	1%



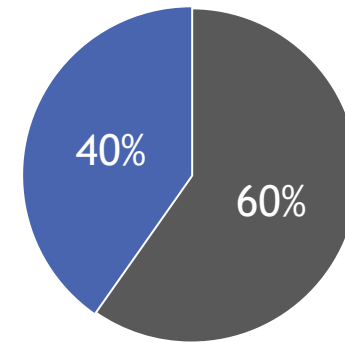
10 Bullying and sexual harassment

NOTE: Only respondents who identified they had been subjected to bullying were asked these questions. Therefore the population base is a smaller number of total survey respondents.

Key	
Yes	No

	2020	2019
If you were subjected to bullying, who were you bullied by?		
A fellow worker	49%	43%
Your immediate manager/supervisor	34%	35%
A senior manager	33%	29%
A group of fellow workers	15%	11%
A worker that reports to you	11%	13%
Prefer not to specify	10%	3%
A client/customer	9%	4%
A member of the public	7%	7%
A representative of another agency	2%	6%
A consultant/service provider	1%	4%
Other	1%	3%
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	54%	53%
Inappropriate and unfair application of work policies or rules	45%	42%
Other	38%	33%
Physical behaviour	11%	18%
Interference with your personal property or work equipment	11%	6%
Cyber bullying	9%	4%
'Initiations' or pranks	6%	6%

If you were subjected to bullying, did you report the bullying?



	2020	2019
Why did you not report the bullying?		
I did not think any action would be taken	59%	64%
I did not think it was worth the hassle of going through the report process	57%	40%
I did not want to upset relationships in the workplace	37%	45%
I did not have enough evidence	33%	29%
It could affect my career	33%	36%
Managers accepted the behaviour	27%	33%
The matter was resolved informally	18%	10%
I did not think the bullying was serious enough	14%	10%
Other	10%	5%
I did not know how to report it	6%	-

10 Bullying and sexual harassment

NOTE: Only respondents who identified they had been subjected to sexual harassment were asked these questions. Therefore the population base is a smaller number of total survey respondents.

Key	
Yes	No

	2020	2019
--	------	------

If you were subjected to sexual harassment, who were you sexually harassed by?

Due to insufficient responses, the data for this question has been restricted.

If you were subjected to sexual harassment, what type of sexual harassment did you experience?

Due to insufficient responses, the data for this question has been restricted.

If you were subjected to sexual harassment, did you report the sexual harassment?

Due to insufficient responses, the data for this question has been restricted.

	2020	2019
--	------	------

Why did you not report the sexual harassment?

Due to insufficient responses, the data for this question has been restricted.

11 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

*Negatively worded question

Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs
2019

vs Qld
public
sector

Over the past month, how often has your manager/supervisor behaved in the following ways?

Showed appreciation of you and your work

71%

29%

+4

+1

Made you feel included

80%

20%

+4

-1

Was polite and courteous with you

92%

8%

-1

-1

Made you feel ignored*

85%

15%

-3

-4

Behaved towards you in a manner that you felt was inconsiderate*

88%

12%

-1

-3

Behaved towards you in a manner that you felt was rude*

93%

7%

+1

-1

Acted in an aggressive or intimidating manner towards you*

95%

5%

0

-1

Acted in an aggressive or intimidating manner towards someone you work with*

93%

7%

0

-2

* indicates a negatively worded question

11 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

*Negatively worded question

Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs
2019

vs Qld
public
sector

Over the past month, how often have your immediate colleagues behaved in the following ways?

Showed appreciation of you and your work

69%

31%

-2

-1

Made you feel included

82%

18%

+4

-3

Was polite and courteous with you

93%

7%

+1

-2

Made you feel ignored*

82%

18%

-2

-5

Behaved towards you in a manner that you felt was inconsiderate*

83%

17%

-1

-5

Behaved towards you in a manner that you felt was rude*

86%

14%

+1

-4

Acted in an aggressive or intimidating manner towards you*

91%

9%

0

-4

Acted in an aggressive or intimidating manner towards someone you work with*

86%

14%

0

-6

* indicates a negatively worded question

12 Agency specific questions

Purpose

The purpose of agency specific questions is to provide agencies with an opportunity to explore questions that are of interest in their unique context.

NOTE: Question wording may have been truncated to accommodate length restrictions in reporting.

Key

Response scale:

Positive

Neutral

Negative

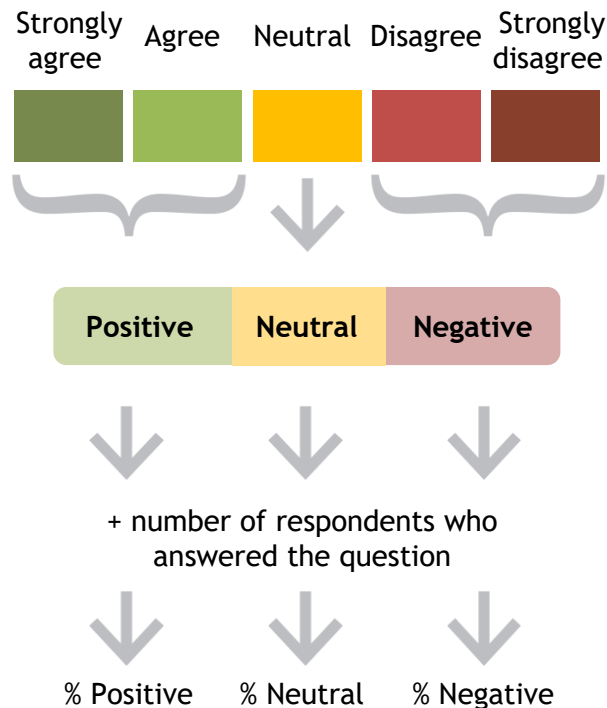
Question	Response scale %			vs 2019
TCHHS h. I understand how to report risks within the organisation	89%	7%	4%	0
TCHHS a. I value the opportunity to engage with Executives and senior leaders	74%	19%	8%	-3
TCHHS f. My manager sets clear expectations about team behaviours	64%	20%	16%	-4
TCHHS e. I feel confident to propose alternative ways of operating within my team	63%	24%	13%	-6
TCHHS g. My manager takes action to address inappropriate team behaviours	55%	25%	20%	-5
TCHHS i. I feel the TCHHS is genuinely interested in receiving and considering any feedback provided	50%	24%	26%	-2
TCHHS d. I am confident that management are proactively seeking to improve our workplace	50%	29%	22%	-9
TCHHS b. Communication from the organisation's leaders is effective and timely	48%	28%	24%	+1
TCHHS c. Leaders in our Health Service work to create a fair and supportive workplace	47%	33%	20%	-5

13 How to interpret this report

% Positive, neutral and negative scores

Across Working for Queensland (WfQ) reporting, most data is expressed as % positive, % neutral or % negative.

- % **positive** presents the proportion of respondents who expressed a positive opinion or assessment i.e. combining 'Strongly agree' and 'Agree' responses.
- % **neutral** presents the proportion of respondents who expressed a neutral opinion or assessment.
- % **negative** presents the proportion of respondents who expressed a negative opinion or assessment i.e. combining 'Strongly disagree' and 'Disagree' responses.



Negatively worded questions

What are negatively worded questions?

Negatively worded questions are those phrased in a negative way e.g. "Approval processes at my work are excessive".

How are the negatively worded responses scored?

When responding to a negatively worded question, "Strongly disagree" and "Disagree" responses are classified as positive i.e. it is good that you disagree that approval processes at work are excessive (this means they are not excessive!). Therefore, the "Strongly disagree" and "Disagree" responses are combined to calculate the % positive score.

What does this mean for interpreting the % positive score for negatively worded questions?

The % positive score combines the negative responses as they are the "preferred" responses to this question.

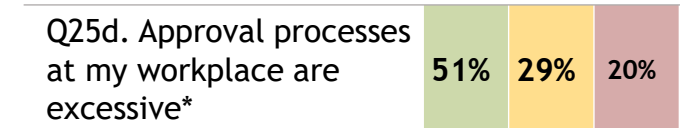
EXAMPLE

In the image below the % positive score for "Approval processes at my work are excessive" is 51%. This result can be expressed by stating that:

51% disagreed that "Approval processes at my work are excessive"

OR

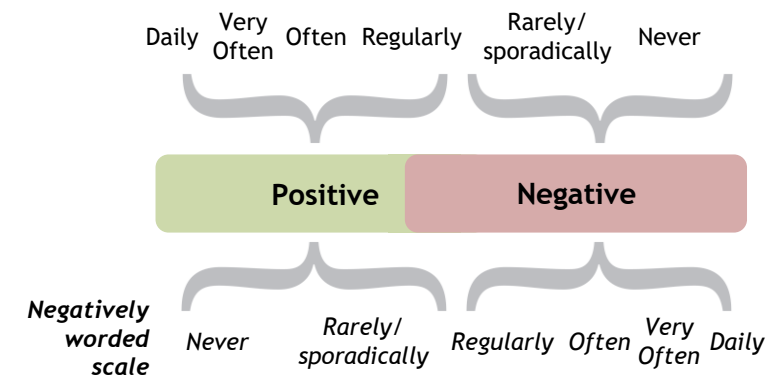
51% felt that the "Approval processes at their work are not excessive"



Conversely, the % negative score means that 20% of the employees perceive that the approval processes at their work are excessive.

Interpreting the six point scale

Some questions ask respondents to indicate how regularly they experienced different workplace behaviours. Note that a number of these questions are negatively worded.



13 How to interpret this report

Rounding

Results are rounded to whole numbers.
Percentages may therefore not add up to 100%.

Factor scores

Factor measures combine information from multiple survey questions that correlate highly with the overall factor. The factor scores are calculated as the sum of positive responses given to all questions within the factor, divided by the number of answers to all questions within the factor.

Workplace climate index scores

Workplace climate indices have been created by grouping together questions within topics to which they generally relate. The climate index scores are calculated as the sum of positive responses given to all questions within the index, divided by the number of answers to all questions within the index.

Number of respondents

The number of respondents for subpopulations (i.e. divisions, demographic groups) may not add up to the total number of respondents due to missing demographic or division information.

% Change and division comparisons

Throughout this report, the % change figure and division comparisons are frequently reported. The % change score relates to differences between:

- the 2019 and 2020 % positive scores, or
- the 2020 agency and Qld public sector % scores.

The division comparisons relate to the comparisons of the % positive scores between the agency and other divisions.

Definitions

The following definitions were used in the survey:

- **Your workgroup:** the group or team where you spend most of your time. If you are a manager, your workgroup is the people you manage.
- **Your workplace:** the place where you work, such as a hospital or office location as well as the places you visit as part of your work. Questions about your workplace concern the experiences you have in this environment.
- **Your organisation:** The government department, Health Service or Public Service Office you currently work for (e.g. The Department of Transport and Main Roads for staff employed in RoadTek, the Public Trustee for staff working for the Public Trustee, the Hospital and Health Service (HHS) you work for or the Department of Health).

- **Your immediate co-worker(s):** the person(s) in your agency you spend the majority of your time with.
- **Your manager/supervisor:** the person you usually report to.
- **Your senior manager:** the person your manager reports to.
- **Your customer(s):** the person(s) you provide advice or service to, whether internal or external to the Queensland public sector (e.g. students, clients, customers, stakeholders, patients, members of the community).
- **Your leader:** The person who sets the strategic direction for your organisation
- **Sexual harassment:** an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual harassment does not need to be deliberate or repeated to be illegal.
- **Bullying:** repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.